

## NEWS UPDATES

### CONTINUING EDUCATION OPPORTUNITIES:

[Infection Control and Industrial  
Safety for Medical Interpreters.](#)

[NOTIS – Northwest Translators &  
Interpreters Society Resources](#)

[Continuing Education](#)

External links to other Internet sites and course announcements should not be construed as a Health Care Authority endorsement of the views, course content, or privacy policies contained therein. Prices may vary.

## CONTINUING ON

The interpreter services program is continually working together to provide an effective and efficient process in providing interpreter services to our limited English proficient clients (LEP). This program continues to provide interpreters in more than 39 Languages and American Sign Language (ASL).

## NEW WEBSITE FOR CTSLANGUAGELINK

CTS is proud to announce the release of the newly redesigned website. It has been designed to make navigation simplified and allows you to access the information you need in an easier manner.

Listed below are a few of the main features that have been upgraded on our website to make it more user friendly for you:

- **Homepage** - At a glance, see current news announcements, contact information and quick links to get to where you need to go, with one click.
- **Search field**- Allows you to quickly find the location of information located on our site in relation to a specific subject or keyword you have typed in.
- **Scalable Web Design** - Allowing you to view the website on any tablet, phone, laptop or desktop without the screen being affected. The website will adjust to the size of your screen.
- **Specifically designed Pages** - Interpreters and Providers respectively have their own pages that are color coded, so you always know what information you are viewing. Interpreters' information is blue and Providers information is orange.
- Check it out – [CTSLanguageLink.com](http://CTSLanguageLink.com)

## EXPECTATIONS AS THE PROVIDER

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The HCA Interpreter Services (IS) program pays for services provided to HCA Apple Health Clients receiving covered services. This free of charge service to Providers, supports your Title VI responsibility to provide meaningful access to your limited English proficient clients.

When providers request interpreter service and that service is cancelled within twenty-four hours of the appointment, or if the client or medical provider fail to arrive for the appointment, HCA must still reimburse the Interpreter for a portion of their lost time. While this helps to maintain a professional pool of interpreters, this is not the most efficient use of the interpreter's time or use of Federal and State money.

Participation in this program is voluntary. By electing to participate in state paid interpreter services, you also elect to abide by the program guidelines. This includes:

- **Scheduling appointments:** Appointments should be scheduled in advance to give plenty of time for interpreters to check their schedules. This also ensures that the client is accurately verified as Medicaid eligible at the time of the request. Remember that eligibility can change with each month so verifying eligibility at the time of scheduling and again prior to the service date will ensure the client's eligibility is active.
- **Cancelling Appointments:** Providers must cancel appointments as soon as it is feasible. If it is known the appointment will not take place, providers should contact CTS LanguageLink immediately to cancel interpreter request. This will free the interpreter to accept other work and use State and Federal funds more effectively.
- **Appointment Locations:** Review your appointment addresses to ensure they are as accurate and complete as possible. If the interpreter is spending time looking for the location or office, this will delay your ability to serve your client timely. If an address or location changes, you must notify CTS LanguageLink as soon as is feasible.
- **Specific Interpreters:** Specific Interpreters should only be requested when Medically Necessary. Please review WAC [182-500-0070](#) for the definition of Medically Necessary. Further details can be found on CTS's website at [CTS LanguageLink FAQ](#)

By following the guidance provided above, together we can ensure the good stewardship of State and Federal funds and ensure this program continues to support you.

## EXPECTATIONS AS THE INTERPRETER

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### Check-in and Check-out

As the contracted interpreter for CTS Language Link it is your responsibility to ensure that you check-in and check-out for your scheduled appointments. This ensures timely payment to CTS and you, as a small business owner. If you have questions or concerns regarding your check-in or out times, contact CTS directly at [hcainterpreters@ctslangagelink.com](mailto:hcainterpreters@ctslangagelink.com).

- SIGN AND COMPLY WITH THE [INTERPRETER CODE OF ETHICS](#) FOR SPOKEN LANGUAGE INTERPRETERS
- PRESENT AT APPOINTMENTS, UPON REQUEST FROM PROVIDER OR LEP CLIENT, PICTURE IDENTIFICATION AND DSHS CERTIFICATE OR AUTHORIZATION LETTER
- ADHERE TO THE [RID-NAD PROFESSIONAL CODE OF CONDUCT](#) FOR SIGN-LANGUAGE INTERPRETERS
- ADHERE TO HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT ([HIPAA](#)) [REQUIREMENTS](#)
- HAVE A VALID [WASHINGTON STATE UNIFIED BUSINESS IDENTIFIER \(UBI\)](#) NUMBER OR TAX REGISTRATION NUMBER

## TIPS FOR DSHS STAFF

### TRAINING FOR INTERPRETERS AND PROVIDERS

For provider training, submit your request along with contact information to CTS either by email or at the phone. A member from the CTS LanguageLink Quality Assurance team will schedule training for you and your staff.

National Standards on Culturally and Linguistically Appropriate Services (CLAS)	<a href="https://www.thinkculturalhealth.hhs.gov/">https://www.thinkculturalhealth.hhs.gov/</a>
WA Department of Social and Health Services Language Interpreter and Translator Code of Professional Conduct	<a href="https://www.dshs.wa.gov/fsa/language-testing-and-certification-program">https://www.dshs.wa.gov/fsa/language-testing-and-certification-program</a>
Limited English Proficiency (LEP) Federal Interagency	<a href="http://www.lep.gov/">http://www.lep.gov/</a>
CTS LanguageLink Provider Frequently Asked Question	<a href="http://hca.ctslanguagelink.com/landing-page/providers/existing-providers/provider-faqs/">http://hca.ctslanguagelink.com/landing-page/providers/existing-providers/provider-faqs/</a>
Collective Bargaining Agreement	<a href="http://www.ofm.wa.gov/labor/agreements/13-15/nse_lap.pdf">http://www.ofm.wa.gov/labor/agreements/13-15/nse_lap.pdf</a>